Contact Information Service (CIS)

Service Description Document



Department of Veterans Affairs

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Document Version 1.0

Revision History

**Note:** The revision history cycle begins once changes or enhancements are requested after the Service Description has been baselined.

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| 03/03/2016 | 1.0 | Sprint 4 release |  |
| 02/16/2016 | .03 | Started Appendix section by adding Acronyms and VA reference sections |  |
| 01/05/2016 | .02 | Tables were converted to be 508. Set paragraph settings for instructional text levels. Added Captions to all of the tables. Created TOT. |  |
| 12/29/2015 | .01 | Initial Draft Template |  |

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# Introduction

## Document Purpose

This Service Description Document presents the information required to consume the suite of Contact Information Services (CIS) and to determine if this service is appropriate for the needs of the service consumer. This document contains an information model and a behavior model, along with information regarding policies, quality of service, and governance.

**NOTE**: This is a Service Description Document and NOT a design document. This Service Description Document, in conjunction with the System Design Document (SDD), provides the inward and outward facing interaction relationships. The service design document is inward facing, primarily targeting the developers of the service by providing a “white box” view of the architecture and design models – class diagrams, interaction diagrams etc. The service description (this document) on the other hand, primarily targets the consumers of the service by emphasizing the outward facing interfaces and related interaction.

## Purpose and Scope of Service

The purpose of CIS is to provide a set of services which will provide access to and management of authoritative contact information for Veterans and other entities within the VA. These services are intended to:

* Standardize contact information for all business lines within the VA
* Provide a mechanism to implement standard processes for the management of contact information.
* Employ standard processes for the management of contact information across the entire VA.
* Provide consistent contact information across all lines of business.
* Integrate CIS with other lines of business while developing standards for consistent data quality across all lines of business.
* Emphasize and promote contact information as a valued data service shared across LOBs.
* Eliminate the need for subscribers to constantly update address information across all LOBs.
* Provide the capability for any subscriber system to access the authoritative contact information for each customer.
* Provide the capability for any subscriber system to use the authoritative data to pre-populate all VA business process enhancements.

This service will manage contact information including:

* Addresses
* Phone Numbers
* Email Addresses
* Contact Preferences

This purpose and scope of the service was described at a high level in the document. Please refer to the [CDI Project Charter](http://vaww.yourserver.domain/sites/vrm/MSTI/MSTI%20Coordination/PMAS%20Documentation/CDI/CDI%20Project%20Charter%202015%2010%2006.pdf).

## Roadmap

This is the first iteration of this service, and will be focused on defining only the Read Active Contact Info use case. Future revisions will implement the rest of the use cases defined in section 2.1.

The CDI Service Roadmap for implementation of the service has not been provided at this point. An overview of the schedule may be found in the [CIS Business Requirements Review Meeting.pptx](http://vaww.yourserver.domain/sites/vrm/MSTI/CDI/Shared%20Documents/Contact%20Information/Requirements/eCIS%20Business%20Requirements%20Review%20Meeting.pptx).

# Service Details

At the top level, the consumer-service interaction sequence is shown in Figure 1.

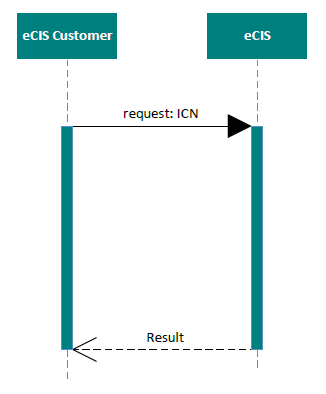


Figure 1. Client-Service Interaction Sequence

Figure 1 : Service Identification

| **Service Attribute** | **Value** |
| --- | --- |
| Name and Alias (if any) | CDI Contact Information Service |
| Overview | A set of services that will provide access to and management of authoritative contact information for Veterans and other entities. Contact information includes addresses, phone numbers, email addresses, preferences, and other related information.  The use cases and their associated status are covered below. |
| Version | 1.0 |
| Status History | 12-15-2015 Development - Design |
| Service Type | • Process  • Information  • Utility |
| Architecture Layer | • Information |
| Business Domain | VA ESS |
| Service Domain | sca::gov::va::biz::cust::contact |
| Business Owner |  |
| Technical Owner |  |

Figure : CIS Use Cases

|  | **Use Case Name** | **UC Type** | **Theme** | **Status** | **Comments** | **Sprint** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Read Active Contact Info | Consumer | Contact Management | Design | Initial WSDL/XSD provided. Detailed SLA information not yet available. | 3: 01/25/2016-02/12/2016 |
| 2 | Read Contact Info Profile | Consumer | Contact Management | Future Revision |  |  |
| 3 | Read Unvalidated Contact Info | Consumer | Contact Management | Future Revision |  |  |
| 4 | Read Contact Info History | Consumer | Contact Management | Future Revision |  |  |
| 5 | Update Contact Info Profile | Consumer,  Admin | Data Management | Future Revision |  |  |
| 6 | Update Contact Info Metadata | Consumer,  Admin | Data Management | Future Revision |  |  |
| 7 | Update Contact Info Profile Metadata | Consumer,  Admin | Data Management | Future Revision |  |  |
| 8 | Read Contact Info Preferences | Consumer | Contact Management | Future Revision |  |  |
| 9 | Update Contact Info Preferences | Consumer,  Admin | Data Management | Future Revision |  |  |
| 10 | Read Contact Info Profile Audit Trail | Admin | Audit Management | Future Revision |  |  |
| 11 | Append Contact Info Profile Audit Trail | Admin | Audit Management | Future Revision |  |  |
| 12 | Read Contact Info Updates | Consumer | Contact Management | Future Revision |  |  |
| 13 | Read Contact Info Update Status | Consumer | Contact Management | Future Revision |  |  |
| 14 | Update Contact Info Update Status | Admin | Data Management | Future Revision |  |  |

Please refer to the Requirements Specifications Document (RSD) for what these use cases trace to.

# Interface

This section contains all information necessary to fully describe an interface published by the CIS suite of services needed for integration by a CIS service consumer. All of the details required here only relate to the interface to be used by the service consumer, and not to the details of the implementation. Details of the implementation belong separately in the System Design document.

## Information Model

### Logical Information Model

The Contact Information Service Logical Information Model (LIM) consists of a base class that is inherited by three concrete subclasses, one for each specific contact information type. The three subclasses provide specific fields that contain the lowest level piece of elemental information pertinent for that particular type of contact. The four classes are highlighted in yellow in Figure 3. The three contact information types are listed in the first row of Table 1. Figure 3 was extracted from the CIS Snapshot Service Specification Architecture (SSA).

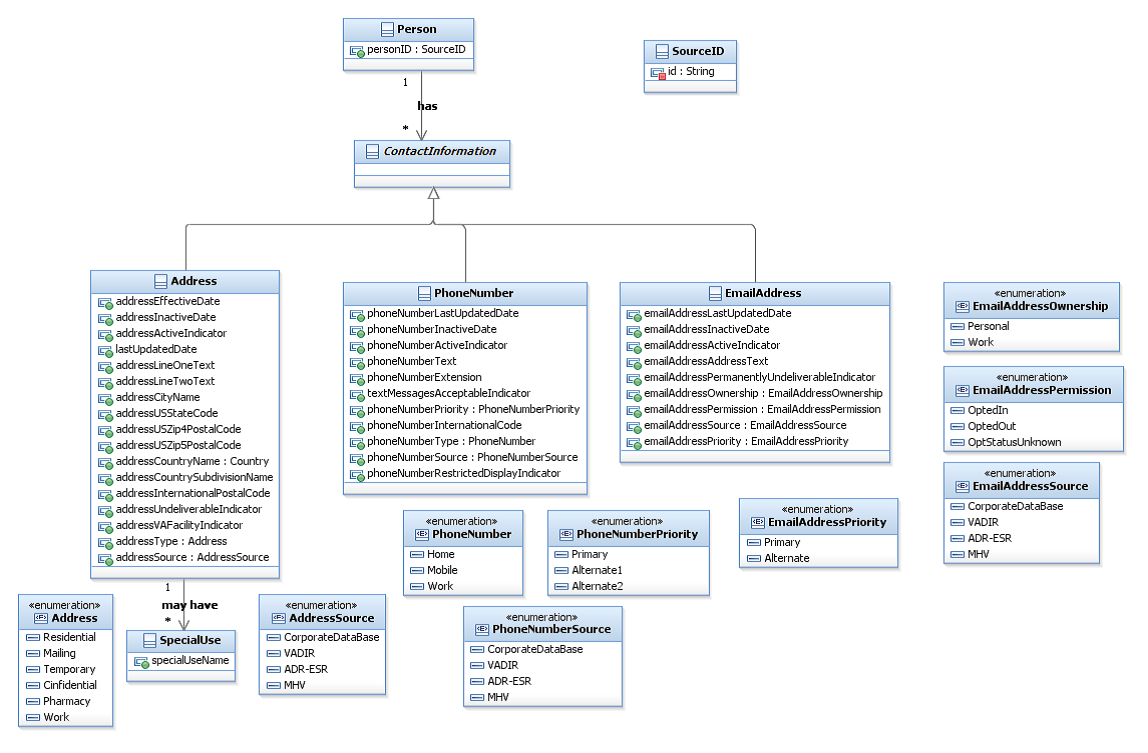


Figure . Contact Information Service Logical Information Model (LIM)

The CIS Service Information Model (SIM) depicts the service interface that will be used by the service consumer. The consumer entry point call is highlighted in yellow.

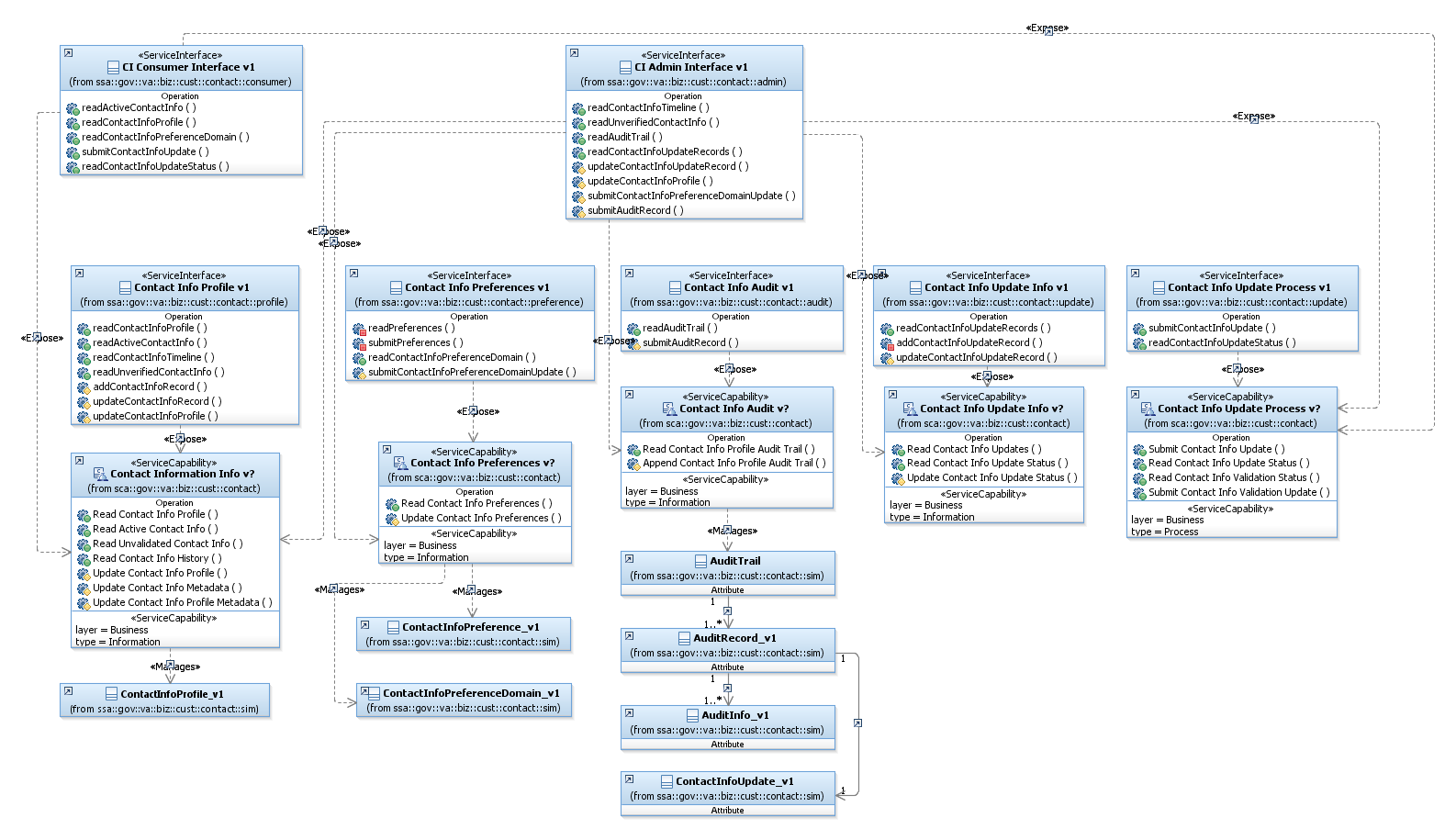


Figure . Service Information Model (SIM)

The consumer interface and its interaction sequence with the service is as follows. The requesting call, and its response, are highlighted in yellow, as well as the call functions.

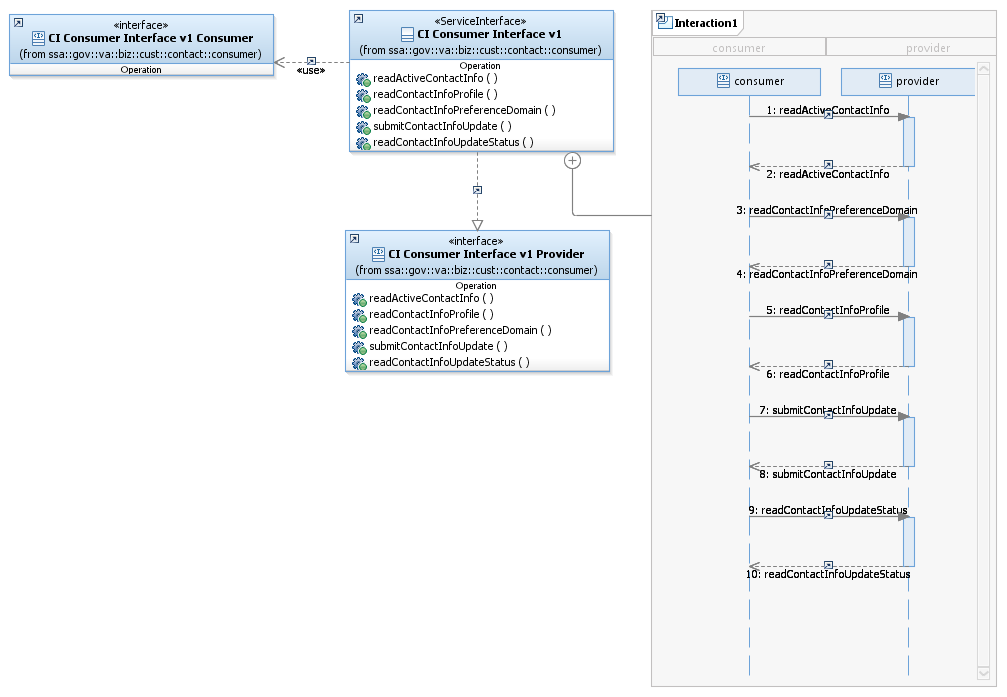


Figure . Consumer Interface and Interaction Sequence

The Contact Info Profile Service Information Model (SIM) provides an additional level of detail that is directly referenced by the Service Information Exchange Model (SIEM). The SIM is provided in Figure 6.

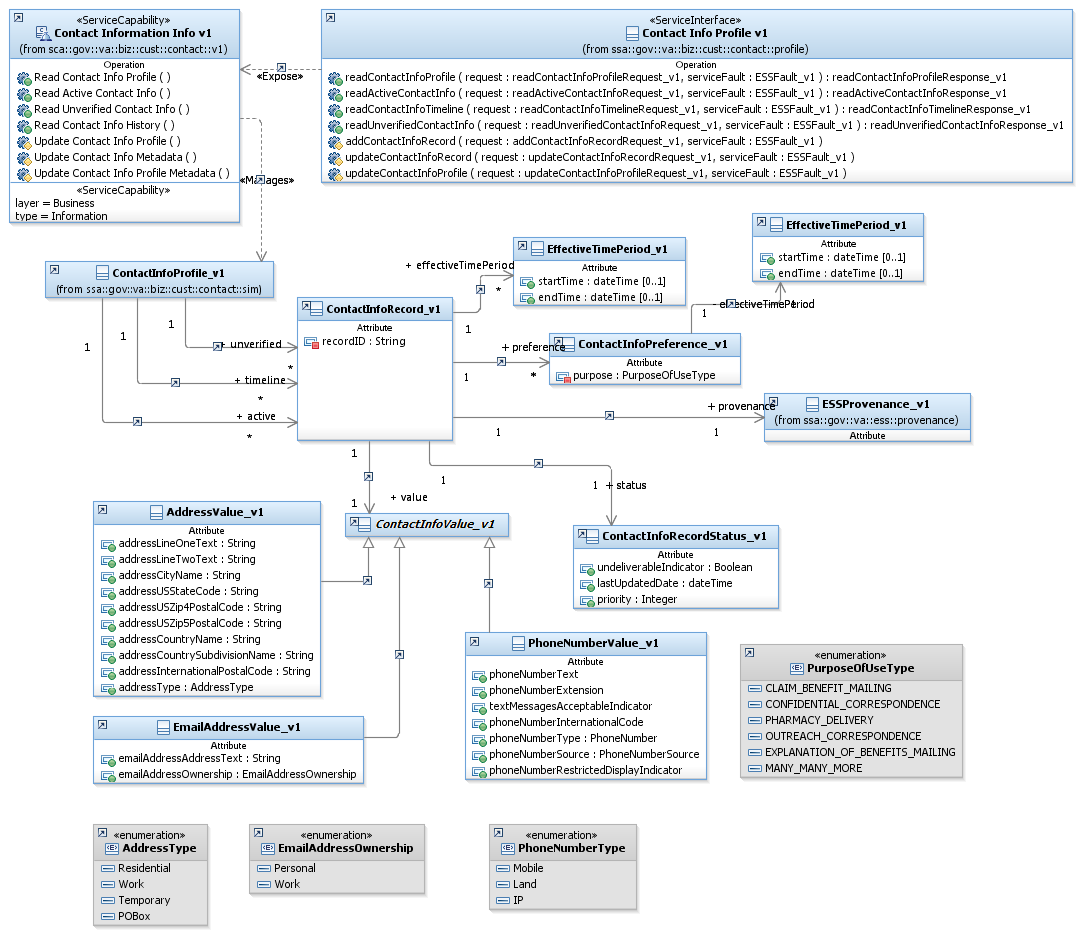


Figure . Contact Info Profile SIM

Finally, the SIEM, as previously mentioned, references the SIM. The SIEM conveys the function readActiveContactInformation(...), the class readActiveContactInfoRequest, and the class readActiveContactInfoResponse, as well as the classes ESSFault and ESSResponseCode. Note that readActiveContactInfoRequest contains a single element “icn”, and readActiveContactInfoResponse contains two elements, ContactInfoRecord which provides the contact information abstracted through the base class ContactInfoValue as shown in Figure 6, and ESSFault. ESSFault includes the element ESSResponseCode, which is also shown. All these information are shown and highlighted in Figure 6.

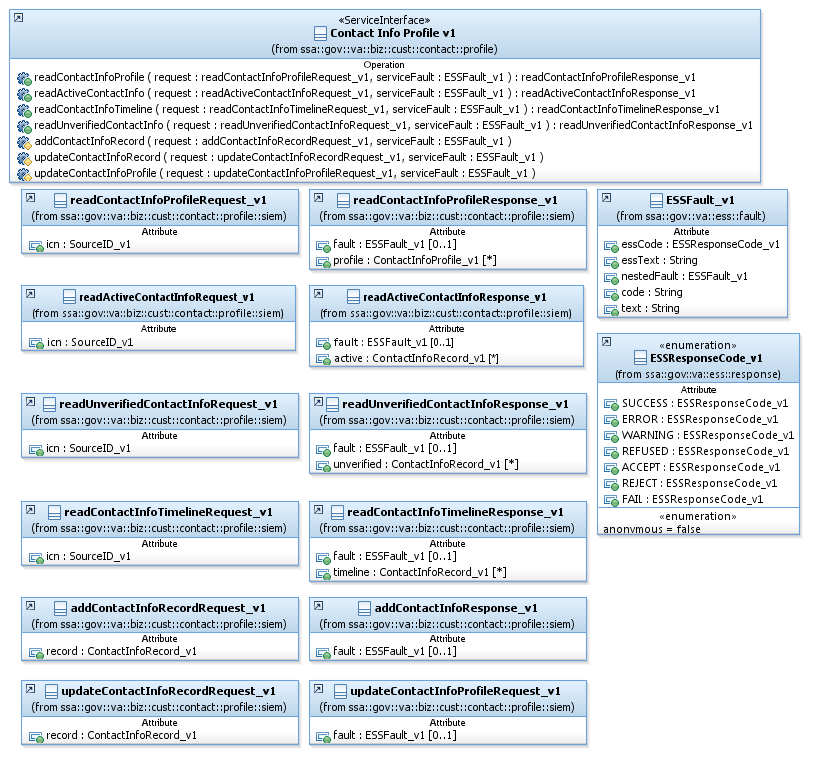


Figure . Contact Info Profile SIEM

## Behavior Model

This section contains a tabular representation of the use cases web service implementations previously defined in section **2.1 Service Identification.** These tables can be found in section **3.2.1 Action Model.**

Additionally this section contains a pictorial representation of the CIS web service portType elements (i.e., wsdl:operation, wsdl:input message, wsdl:output message and wsdl:fault). This pictorial representation can be found in section **3.2.2 Process Model.**

### Action Model

This section contains a tabular representation of the use cases web service implementations previously defined in section 2.1 Service Identification.

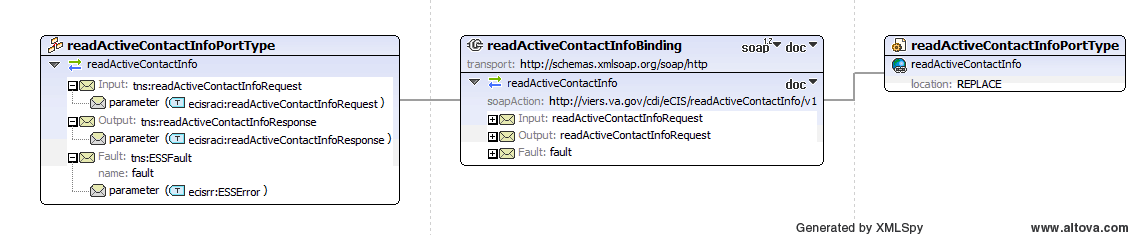
Table : Action Model

| Operation Name | readActiveContactInfo |
| --- | --- |
| Description | Read a person’s active contact information, including:   * Postal-deliverable address * Telephone number * Email address. |
| Message Exchange Pattern | SOAP12 |
| Input Parameter | readActiveContactInfoRequest  <<TBD – waiting for PDM and approved business requirement >>   * ICN |
| Return Parameter | readActiveContactInfoResponse  << TBD – waiting for PDM and approved business requirement; the following provides a draft of what is expected>>   * Postal-deliverable address: addressLine1, addressLine2, addressLine3, city, stateCode, zip5PostalCode, zip4PostalCode, internationalGeographicUnitName, internationalPostalcode, countryName * Telephone number: internationalcode, areaCode, naNumber, extension * Email address: emailAddressText. |
| Fault Codes (repeat as needed): | ESSError ([ESS\_Exception\_Handling\_Guideline.doc](http://vaww.server.domain/wp-content/uploads/2014/03/ESS_Exception_Handling_Guideline_v1.docx)) |
| Fault Code | ESS\_Exception\_Handling\_Guideline.doc |
| Fault Text | ESS\_Exception\_Handling\_Guideline.doc |

### Process Model

This section contains a pictorial representation of the CIS web service portType elements (i.e., wsdl:operation, wsdl:input message, wsdl:output message and wsdl:fault).

Figure : CIS web service portType elements



## Interface Technical Specifications

### Service Invocation Type

The service will be invoked via SOAP over HTTP.

### Service Interface Type

The service will be WSDL via Web Service 2.0.

### Service Name

The service is named ContactInformationService.

### Interface

This following contains the WSDL for the CIS Service.

### End Points

Endpoint information will be provided by the development team for each deployed environment.

### Message Schemas

This section will contain the XSDs for the CIS Service when they become available.

<<Note : CISCommonService.xsd and CISRequestResponse.xsd shall be defined properly once PDM is finalized and business requirements are approved>>

### Schema Dependencies

The following diagram captures the various schema dependencies.

Figure : Schema Dependencies

Image redacted due to internal network information.

# Policies

A policy is an expression of constraints. This section details the currently identified General Policy definitions of the CIS Service. Additionally this section will define Policies that detail error processing and the appropriate remediation strategies that should be implemented by the CIS service consumer.

Table : Policies

| **Policy** | **Link** | **Comments** |
| --- | --- | --- |
| Privacy Policy   * Contact Information Service provides information that is sensitive to the patient and the VA   + Assertion: CIS consumers shall verify     - that the requestor is the vet him/herself and is entitled to that information, or     - that the requestor is approved to assume the role of accessing that specific type of PII on behalf of the veteran to assist in providing his/her benefits. |  | All information returned from the CIS shall be considered sensitive information, and cannot be disclosed outside of established business purposes. |

# Service Level Definition

CIS is hosted within the VIERS infrastructure, resulting in it inheriting many of the service levels of VIERS.

## General Provisions

### Security Level

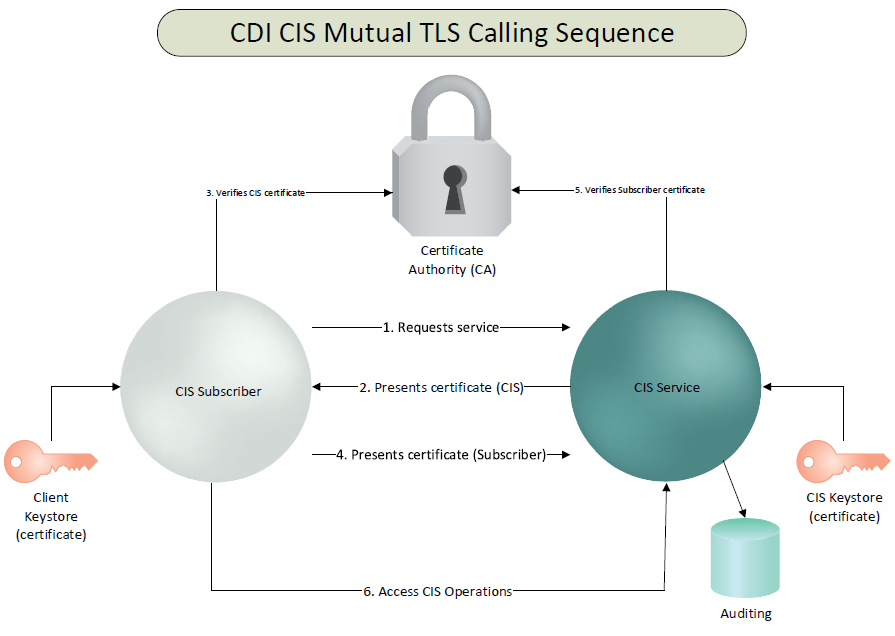
The Requirements Specifications Document (RSD) for CDI indicates following Audit and Accountability, Access Control, and Identification and Authentication requirements recommended by the Security Requirements Steering Committee (SRSC), the organization that manages and manages and maintains a bank of comprehensive, authoritative enterprise security and privacy requirements. They are comprised of agroupings of related security controls specific to the following:

* + 650633 SRSC - Assessment and Authorization Requirements
  + 650638 SRSC - Access Control Requirements
  + 650639 SRSC - HIPAA Requirements
  + 650640 SRSC - Identification and Authentication Requirements
  + 650641 SRSC - VA Handbook 6500 Requirements

Please refer to the CIS System Design Document Section 6.4 for further details on the security levels.

### CIS MTLS Calling Sequence

The following depicts the CIS Mutual TLS Calling Sequence in order for the Subscriber to be able to access the CIS operations. The sequence begins with a service request from the subscriber to the CIS service (#1). The CIS service presents its certificate to the subscriber (#2). The subscriber verifies the authenticity of the CIS certificate with the VA Certificate Authority (#3). The subscriber then presents its certificate to the CIS service (#4). CIS then verifies the authenticity of the subscriber certificate with the VA Certificate Authority (#5). Finally, the subscriber is granted access to the CIS operations to execute (#6). The sequence as described below will occur only at the initial service request by the subscriber. Thereafter, the session will be cached by the CIS web service and all subsequent operations will not require further authentication, until the current session is terminated.



### Service Level For Supporting Operations

Service Level Agreements (SLAs) for CDI/VIERS are in place and fully funded for FY16.

VIERS is designated as Routine Support for Disaster Recovery (DR). The DR location is at the Hines Information Technology Center (HITC). This level of support will acquire replacement processing capacity after an AITC disaster declaration.  The recovery time objective (RTO) is that it will be operational when the AITC resumes regular processing services or no later than 30 days after a disaster declaration. The recovery point objective (RPO) is 24 hours, and data will be restored from the last backup.

The Introscope monitoring tool will be used in production. New dashboards and alerts are created as a part of the deployment and will be set up for Increment 1. Each Interface Control Document (ICD) will be reviewed to set the appropriate service alert level.

### Change and Release Management

Significant updates warrant a new service description and thus a new Service Request.

Minor updates will be performed in compliance with the Office of Information and Technology (OIT) Change Management Process. As indicated in that document, Section 1.1, the Change Management (ChM) “process applies to all VA related components and information technology resources, including contracted Information Technology (IT) systems and services”.

As outlined in Section 3 of the aforementioned document, the overall process is as follows:

1. Initiate Change
2. Analyze/Plan Change
3. Approve Change
4. Fix/Develop Change
5. Implement Change
6. Validate Change

These steps are performed by various roles, including (but not limited to):

* Change Initiator (POC) – Initiates a request for change, represents the consumers
* Change Manager – Ensures proper execution to all ChM processes
* Configuration Management Analyst – Performs daily CM operations
* Release Manager – Processes CM-based releases per change requests.

Please see the Change Management Process document for more information. The latest version cited is Version 3.1, May 2014.

### Conflict Resolution

This information is currently not available.

## Performance

The CIS will provide capacity to support peak usage between the business hours of (0600-2100 EST) Monday to Sunday, and will provide capacity to support peak transaction loads between the business hours of (1000-1700 EST) Monday to Sunday.

### Availability

The CIS will be available 99.99% of the time except for scheduled maintenance, and will be available to users 24 hours a day, 7 days a week and 365 days a year.

### Definition

This information is currently not available.

### Measurements

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing availability measurement paradigm defined for VIERS.

### Scheduled Maintenance

The CIS will perform scheduled maintenance during overnight hours of 2400-0400 EST.

### Unscheduled Maintenance

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing unscheduled maintenance paradigm defined for VIERS.

### COOP and DR

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing COOP and DR paradigm defined for VIERS.

### Responsiveness and Latency

#### The following information is based on the BRD defined requirement of 6 million calls per year and the understanding that these services will need to support significantly higher rates during common high-demand times.

Table : Percentage Time Latency Allowed

| **Operation** | **Guarantee** | **Degraded** | ***Percent Guarantee*** | **Details** |
| --- | --- | --- | --- | --- |
| Read Active Contact Info | 1000ms | >250ms | 99 | Based on 6M calls/year |

### Measurement

Measurement of the latency will be gathered from the application server(s) hosting the service logic. Each service will measure and log the amount of time the service call takes to provide the response.

### Processing Rates and Capacity Levels

The following information is based on the BRD defined requirement of 6 million calls per year and the understanding that these services will need to support significantly higher rates during common high-demand times. A Poisson distribution of the 6 million calls/year was performed and the guarantee was selected at the 99th percentile. Degraded was considered less than 3x the guarantee.

Table : Performance and Capability Level Metrics

| Operation | Guarantee | Degraded | Maximum Percent Degraded | Details |
| --- | --- | --- | --- | --- |
| Read Active Contact Info | 3.35 calls/sec | <10 calls/sec | 20% | Based on 6M calls/year. 99th percentile Poisson distribution. |

### Measurement

Measurement of the processing rate will be gathered from the application server(s) hosting the service logic. Each service will log upon the completion of a service call. These logs will be gathered from all servers to provide the processing rate.

## Support

### Service Level Management

#### Service Level Issue Management

See below in 5.3.1.2. The National Service Desk (NSD) will be used for the initial reporting of a problem or issue by the consumer/user of the CIS service. The NSD then assigns a problem ticket number and will address or raise it to the CGS Administrative Tier II/III help desk. The CGS technical team will then begin the analysis in line with 5.3.1.2 below.

#### Help Facilities

It is expected the National Service Desk (NSD) will be used for the initial reporting of a problem or issue. The NSD then assigns a problem ticket number and will address or raise it to the CGS Administrative Tier II/III help desk. This is a part of the CGS contract and is Tier II/III. Note the NSD will need to be coordinated with related to new categories of CIS tickets and email groups used to send the tickets to. The current NSD is set up for D2D tickets only.

Response times are set in the CGS contract as:

Available Monday through Friday from 8:00am to 5:00pm EST. Closed on weekends and all Federal Holidays.

There are two ways to contact the CGS HD:

1. Phone (number needs to be assigned): If a technician is not available, the customer shall have the option to leave a voice message. The HD shall respond to the voice message within two hours during the hours of operation.

2. Email via a system administrator email group to be provided by VA (NSD groups). The HD shall respond to email requests within two hours of the request when received during the hours of operations. Responses to emails received after the normal hours of operation shall be made within two hours of the start of the next business day within the hours of operation.

More specifics are:

Provide Tier 2 support of the production system by performing technical analysis and resolution of software defects impacting critical system functionality. If Tier 2 support is needed, the expectation is that a response would be made within 2 hours to start the analysis to determine if there is a production outage. In the case of a production outage, the expectation is a 2 hour response time and the team would be working in conjunction with VA CDCO. Tier 3 support is provided by the VA product development team.

Provide Tier 3 problem resolution in support of VIERS and VADIR O&M and Tier 1 and Tier 2 help services. The Contractor shall respond to routine VIERS and VADIR incident reports within 2 business days of receiving an incident notification. The Contractor shall respond to emergency incident reports within 12 business hours of receiving an incident notification.

#### Notification

Notifications are sent out by the NSD Incident Management team to their email group or groups.

The CGS HD would (as authorized) communicate with the reporting customer on the status of their ticket and or on more specifics related to the problem being encountered. Communication will be either via phone or email, with email being the priority so that problem or incident tracking is accomplished.

#### Escalation

Need to be developed with CDI PMO. Most of this is to be covered under 5.3.1.2.

### Usage Management

### Usage Issue Management

CGS develops the web service that are the middle tier between the user front end and the storage/information repository. CGS is not aware of usage profiles. CGS works with the AITC EO team for Interscope monitoring of the web services, CPU, and memory utilization. These reports are sent to the CGS technical team as required on a set schedule. The AITC also monitors utilization and reports to CGS when thresholds are reached/exceeded.

### Escalation

There is no set escalation process from the CGS team standpoint. Specific capacity needs for CIS and or usage profiles are unknown. Expect this type of process needs to be developed.

### Failure and Recovery

Failure and recovery fall under the VIERS support agreement with the AITC. This calls for a 30 day recovery of services in the event of a disaster at the AITC.

In the event a customer feels their data is not transmitted, the CGS team requests log files from the AITC and or interfacing systems of the CIS service and reviews them to track the data submitted and any errors. If required, the customer is then notified to retransmit if the initial data is lost. In the event of downtime, the customer requests will likely result in an error response and the requests will need to be retransmitted once the service or interfacing systems are back on line and operational.

## Metrics and Reporting

Metrics and reporting requirements need to be determined as part of the CIS requirements.

### Service Level Metrics

Needs to be determined as part of derived requirements.

### Business Metrics

Needs to be determined as part of the CIS requirements.

### Management Reports

Needs to be determined as part of derived requirements.

## Party Responsibilities

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing party responsibilities paradigm defined for VIERS.

### Service Provider

#### Capacity Planning

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing capacity planning paradigm defined for VIERS.

#### Unusual Load Conditions

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing unusual load conditions paradigm defined for VIERS.

#### Service Updates

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing service updates paradigm defined for VIERS.

#### Service Testing

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing service testing paradigm defined for VIERS.

#### Additional Provider Responsibilities

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing additional provider responsibilities paradigm defined for VIERS.

### Service Consumer

#### Capacity Planning

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing capacity planning availability measurement paradigm defined for VIERS.

#### Increased Usage

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing increased usage paradigm defined for VIERS.

#### Unusual Load Conditions

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing unusual load conditions paradigm defined for VIERS.

#### Adherence to Business Processes

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing adherence to business processes paradigm defined for VIERS.

#### Service Updates

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing service updates paradigm defined for VIERS.

#### Service Testing

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing service testing paradigm defined for VIERS.

#### Additional Consumer Responsibilities

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing additional consumer responsibilities paradigm defined for VIERS.

## Billing Details

This service will be hosted in the VIERS environment on VIERS application servers and ESB. As a result it will follow the existing billing details paradigm defined for VIERS.

* 1. VA Standards

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Standards Complied or Used

| **Standard** |  | **Version** | **Comments** |
| --- | --- | --- | --- |
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| [FIPS 199](http://www.nist.gov/manuscript-publication-search.cfm?pub_id=150439) | http://www.nist.gov/manuscript-publication-search.cfm?pub\_id=150439 | 2004 | Standards for Security Categorization of Federal Information and Information Systems |
| [FIPS 200](http://www.nist.gov/manuscript-publication-search.cfm?pub_id=50835) | http://www.nist.gov/manuscript-publication-search.cfm?pub\_id=50835 | 2006 | Minimum Security Requirements for Federal Information and Information Systems |
| [NIST 800-53](http://dx.doi.org/10.6028/NIST.SP.800-53Ar4) | http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53Ar4.pdf | 2013 | Security and Privacy Controls for Federal Information Systems and Organizations |
| [NIST 800-59](http://csrc.nist.gov/publications/nistpubs/800-59/SP800-59.pdf) | http://dx.doi.org/10.6028/NIST.SP.800-53Ar4 | 2003 | Guideline for Identifying an Information System as a National Security System |
| [NIST 800-60](http://csrc.nist.gov/publications/nistpubs/800-60-rev1/SP800-60_Vol1-Rev1.pdf) | http://csrc.nist.gov/publications/nistpubs/800-60-rev1/SP800-60\_Vol1-Rev1.pdf | 2012 | Guide for Mapping Types of Information and Information Systems to Security Categories |
|  |  |  |  |
| WSDL  SOAP |  | 1.1  1.2 |  |

* 1. Acronyms

| Acronym or Term | Description or Definition |
| --- | --- |
| VA | Veteran Affairs |
| VA TRM | [VA Technical Reference Model](http://www.domain/trm/) |
| ESS | Enterprise Shared Service |
| SOA | Service Oriented Architecture |
| [FISMA](http://www.gpo.gov/fdsys/pkg/STATUTE-116/pdf/STATUTE-116-Pg2899.pdf) | Federal Security Act |
| FIPS | Federal Information Processing Standards |
| NIST | National Institute of Standards and Technology |
| VIERS | Veteran Information/Eligibility Record Services |
| CIS | Contact Information Service |
| CDI | Customer Data Integration |
| ESB | Enterprise Service Bus |
| BRD | Business Requirement Document |
| COOP | Continuity of Operations |
| DR | Disaster Recovery |
| EST | Eastern Standard Time |
| MIS | Military Information Service |
| RSD | Requirements Specifications Document |
| SRSC | The Security Requirements Steering Committee |
| PDM | Physical Data Model |
| SLA | Service Level Agreements |
| XSD | XML Schema Definition |
| SOAP | Simple Object Access Protocol |
| WSDL | Web Services Description Language |
| SDD | System Design Document |